**IT Support Scope of Work for Foreign Locations**

Below is a list of IT services you may need at your foreign location. Scope and task will vary depending on the size and complexity of the office.

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**File Server:** enables file sharing among groups and individual office users, provides access to applications and data that must be shared by staff and can provide secure storage. The office network connects workstations to the Internet and each other.

Server setup-

* Set up and configure local file server
* Install required server software
* Establish AD user and computer accounts
* Enable file sharing
* Enable DHCP
* Set up server remote access
* Set up back/restore process

Office network

* Assist in the resolution of outstanding office network performance issues
* Assist in development and implementation of office firewall procedures

Workstations

* Review current work station configurations and policies.
* Review workstation connection to peripherals
* Configure desktops to save files to the server

**Ongoing end user support services:**

Server

* Maintain server OS
* Maintain server security
* Monitor overall server functioning

Workstations

* Support use of existing workstations
	+ Install software
	+ Conduct regular virus scans
	+ Assist with new hardware acquisition

End users

* End user training (hardware/software)
* Technical troubleshooting
* Applications support/development